



# YOUR ENERGY CONNECTION

## What To Do After the Storm Power Restoration

After a thunderstorm or hurricane with electrical damage, customers are often unsure of what to do to get their power restored. Here are a few tips to decrease your restoration time:

- Today, call 972-1250 to get your current telephone number updated in the Customer Service system, this will enable the city to identify your home immediately through the Outage Management System when you call to report an outage
- If you have overhead electric service, make sure limbs are trimmed away from the electric service lines to your home. It is the customer's responsibility and not provided by the city.
- If the power goes out: First look outside and see if the outage has included your neighbors. If it hasn't, the problem may be within your home. check your fuse box or circuit breaker panel to see if you can locate the problem. If the neighboring houses are dark too, look to see if there are any trees or branches on the lines, or if there are downed wires, flashes of light, or any other signs of trouble. Don't touch or attempt to move any electric lines or trees or any other obstacles in contact with electric lines.
- When a power outage or gas emergency occurs, call **972-1278**. After a major storm, calling will take a great deal of patience because many other people are also trying to call. During emergencies, we have phone lines set up at the Operations Center to handle the Calls around the clock. It's natural to be tempted to ask how long the power will be out, but it's almost an impossible question to answer. Be assured we make repairs that will restore the greatest number of customers first and will get to you as soon as we can. There's no need to keep calling. However, if your power was restored but then failed again, or if you're in one of those small pockets of dark houses when the rest of the neighborhood has had its power restored, please call again. The City may not know that your house wasn't included when the rest of the circuit was put back in service.
- When an outage occurs or lasts for an extended period of time, a heavy burden is placed on the system at the moment the power is restored. This high demand can cause an overload on the system, and you could lose power once again. To prevent this, turn everything off in your home except one light. In addition, make sure the surface elements on your range have been turned off and that other heat-producing appliances are off as well because, if left on, they can pose a serious fire hazard after the power has been restored. When the light you've left on glows, you'll know the power has been restored. Over the next 30-60 minutes, slowly switch your appliances back on and gradually return thermostats to their normal settings. Leave a porch light on so that our repair crews know when your service has been restored.

## BEAT THE PEAK

“Peak” or “Peak Demand” is the greatest amount of electricity used at one time by an electric system, normally when a large number of customers are using appliances at the same time. By controlling the electric load or load management, we can keep electric costs in control. Rocky Mount averages approximately less than 10 days per month load managing. There are several options available:

### Electric Water Heater Control-

Water heaters are cycled off during load management periods. Controlling water heaters will not affect the amount of hot water available. Customers receive **\$2.00** credit each month.

### Electric Heat Strip Control-

Heat strips are controlled during the winter load management periods, while compressors continue to provide heat. Customers receive **\$15.00** credit each month if the temperature falls to 25 degrees or below on a non-holiday weekday.

### Central Air Conditioning Total Control-

Customers receive **\$20.00** credit each month for July, August, and September. The compressor is turned off for the entire load management period. Fans will continue to circulate the cool air in your house, but your compressor will not generate any new cool air.

**There are no installation or maintenance charges associated with this program.**

**Call 972-1283 for more information .  
Start your savings now!**



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## *What is the customer's responsibility?*

Trimming limbs around the electric service line to the house

Anything beyond the service line to the house is the customer's responsibility. If you have overhead service, this would be anything beyond the power line going from the pole to the house. This includes the masthead which is the pipe that is connected to your house above the meter box. If you have underground service, this would be the pipe coming out of the ground up to the meter box. The meter box is the metal box the meter is attached to.

Make a visual inspection very carefully. **Do not touch any electrical equipment or lines around the equipment.**

## *What is the City responsible for other than the power lines that feed the house?*

The City is responsible for the electric meter but not the meter base.

## *When should I contact an electrician?*

A customer should contact a licensed electrician if the masthead or meter box appears to be damaged. If the meter base is pulled away from the house the electrician must make this repair. For example, the meter base could pull away from the house if a tree fell on it during a storm. An electrician would also be responsible for any internal wiring.

**Do not attempt to make these repairs without a licensed electrician. The electrician will be responsible for obtaining all necessary permits required.**



## COMING SOON!!!

The city of Rocky Mount will soon have an online tool to help customers use energy wisely. There will soon be interactive energy audit on the city's website. Customers will have access to an E-Z audit or a more in-depth audit to help them understand where their energy dollars go. This will provide a Personal Energy Profile for your home. A report will be provided to tell each customer of the annual energy cost as well as specific recommendations of how to use energy more wisely and estimates savings for each.

Also available will be an Energy Comparison Tool. This tool is beneficial when customers are considering replacing your home heating/cooling system or water heater. This software allows you to compare your existing system with a range of others. It will also allow you to compare two new options. It will also compute the payback period to recover the costs.

Look for this tool to be coming soon!